



## Fullerton Health upgrades data network links with Ricoh

### CASE STUDY: FULLERTON HEALTH

Established in 2013, Fullerton Health Australia is a group of established healthcare businesses that provide a suite of medical services to people across the country. Part of Singapore-based Fullerton Health, the group's facilities include medical centres as well as allied health, occupational health, and remote health services.

#### The challenge

As part of its strategy for growth in Australia, in 2018 Fullerton Health purchased a network of medical centres from Healthscope. The 48 facilities have 350 doctors who provide healthcare services to more than 1.8 million patients each year.

Once the purchase had been

formalised, one of the first tasks was to divest the supporting IT infrastructure from Healthscope and connect it with Fullerton Health. This change was needed to ensure ongoing reliability and streamline group administration tasks.

Fullerton Health National IT Manager, Marcus Jasper, said the project's tight six-month timeline meant works had to begin as quickly as possible. Existing links with Healthscope's IT infrastructure had to be removed and new data network services deployed at each medical centre.

"There was a lot of work to be done and I knew we would need the assistance of an external technology partner," says Jasper. "I identified three companies that appeared to have the

capabilities we required and met with them to explain our requirements."

#### The solution

After a careful review process, Jasper says it became clear Ricoh had the best blend of knowledge and technical experience for the job. "At the end of the day, Ricoh blew away the competition," he says. "They were offering business nbn™ services at a very good rate and came up with specific options that suited our requirements."

Work began with a focus on complementing the MPLS network which Healthscope had been using to link each of the medical centres with fast Internet links using the business nbn™ broadband access network.

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Jasper says Ricoh recommended Cisco Meraki hardware that could provide firewall and web content filtering services. A Meraki MX cloud-managed security appliance in each site was connected via the business nbn™ broadband access network to create an SD-WAN infrastructure that linked each of the sites together.

The Meraki equipment was configured by Ricoh at a central location before being shipped to the centres. Once there, the Fullerton Health IT team installed each device and connected it to the business nbn™ broadband access network.

“As well as WAN links, this provides us with point-and-click networking capability within each location,” he says. “This gives staff the ability to add and remove components and easily manage things like Wi-Fi services.”

### **The benefits**

With the new networking infrastructure in place, the Fullerton medical centres were quickly enjoying some key business benefits. Internal networks could be configured to meet specific working requirements while the 25Mbps download / 5 Mbps upload business nbn™ broadband access network speeds provided sufficient bandwidth to support all applications.

“Once everything was operational, our internal IT team was able to

take over day-to-day management,” says Jasper. “The local area network in each centre can be remotely monitored and any problems are usually resolved without the need for a physical site visit. We also now have the benefit of being able to automatically switch to a 4G back-up service should any business nbn™ broadband access network outage occur.”

The new infrastructure, including the full stack of AP, switches, firewalls and cameras was fully leveraged and has allowed the medical centres to significantly increase the proportion of consultations that are undertaken using telehealth services. Rather than patients needing to present to a centre, doctors can provide support and advice via a video call to the patient’s home.

“During the COVID-19 lockdown, business nbn™ broadband access network announced that they would offer medical centres faster 50/20 links for the same rates as we had been paying for our 25/5 links. However, I contacted Ricoh about this and they were able to arrange for faster 100/40 connections within a matter of days which was fantastic.”

Jasper says the 100/40 links ensure video and voice quality is strong, even when multiple doctors within a centre are conducting telehealth

sessions at the same time. There is also no disruption or slowdown for other network users.

“This has confirmed for us how important the selection of the right carrier is for a business,” he says. “Thanks to Ricoh and the business nbn™ broadband access network we now have in place an infrastructure that can support our centres as they go through this transition to a telehealth way of operating.”

Jasper estimates that, as well as delivering impressive performance, shifting to the business nbn™ broadband access network is saving the company around \$650 per link per month. When keeping a lid on operational costs is important, such savings are significant.

While the Fullerton Health IT team handles most of the day-to-day management of the infrastructure, Ricoh continues to provide ongoing strategic support. Jasper says Ricoh delivers advice and guidance when it comes to system architecture and changes and additions that might be required in the future.

“Ricoh recently assisted one of our centres with a migration from on-premise servers to a cloud platform,” he says. “I anticipate there will be other similar projects in the months and years ahead and Ricoh will continue to be a valuable technology partner for us.”

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